



Zero Tolerance Policy

Patients' Unacceptable Behaviour and Unreasonable Demands Policy

At our practice, we are dedicated to fostering a positive and respectful environment for both our staff and patients. All team members are well-trained in accordance with our practice policies, which include a **zero-tolerance policy** regarding any violent or abusive behaviour toward our staff, patients, or anyone on the premises. Any violation of this policy may lead to the refusal of treatment and could result in a report to the appropriate authorities.

What is Considered Abusive and Unacceptable Under This Policy?

1. Aggressive Behaviour:

- We understand that patients may feel anger or frustration concerning issues raised within the practice. However, if such feelings escalate into aggression or violence that makes our staff feel threatened, offended, or afraid, we will take appropriate action. Each incident will be evaluated individually with empathy towards patients who may be upset.

2. Unreasonable Demands:

- **Demanding Appointments:** Expecting to secure appointments when there is no availability.
- **Specific Staff Requests:** Insisting on seeing or talking to a particular staff member when that is not feasible.
- **Impatience with Wait Times:** Refusing to wait when a clinician is running late.

3. Social Media Policy

We caution patients that sharing harmful, defamatory, or offensive comments about our practice or staff on social media platforms can lead to removal from our practice list. Should you have any concerns or complaints, please reach out to us directly via email. We appreciate your understanding and encourage you to report issues directly to the practice.

What Actions Will We Take?

- **Physical Violence and Verbal Abuse:** Any threat or act of physical violence, verbal abuse, or harassment towards our staff will typically result in a warning issued by the Senior Management Team. If physical violence is used or threatened, we will notify the police and deregister the patient from our practice.

- **Ending Calls:** Staff have the authority to terminate telephone calls deemed aggressive, abusive, or offensive. Our team will inform the caller that their behaviour is unacceptable and will hang up if the behaviours continue.
- **Correspondence Management:** We will not respond to any correspondence—regardless of format—that includes abusive language or unsubstantiated allegations against our staff. If necessary, we will return the correspondence, explaining that the language used is deemed offensive, unnecessary, and unhelpful. We will request that the sender cease using such language. Continued use of abusive language may lead to issuing a warning to the patient.

We appreciate your cooperation in maintaining a respectful and courteous atmosphere. Thank you for helping us ensure a positive environment for everyone.

Practice Policy on removing patient from our care

At our practice, we reserve the right to remove patients from our care under the following circumstances:

1. **Abuse:** Any form of physical or verbal abuse directed at staff or other patients, whether on the premises or via telephone.
2. **Threats of Violence:** Patients who threaten violence towards staff or other patients will be removed from the practice.
3. **Substance Influence:** Patients presenting under the influence of alcohol or drugs will be refused treatment .
4. **Defamation and Trust Issues:** Defamation of clinicians or staff, or a significant breakdown of trust and bond between the clinician and the patient.
5. **Misuse of Appointments:** Misusing emergency appointments or prescriptions may result in removal from the practice.
6. **Appointment Cancellations:** NHS patients who cancel or fail to attend two consecutive appointments within a 12-month period will be removed from our practice list.
7. **Private Patients:** For private patients, any advance payments made for treatment are non-refundable. Additionally, patients who do not attend their appointments without prior notice will not be eligible for future appointments.
8. **Unreasonable Demands:** Frequent and unnecessary demands for appointments.
9. **Social media:** We caution patients that sharing harmful, defamatory, or offensive comments about our practice or staff on social media platforms can lead to removal from our practice list.
10. **Outstanding Fees and Charges:**
Patients are expected to settle all outstanding fees and bills for services or treatments in a timely manner. Failure to do so may lead to refusal of further treatment and potential removal from our

services. In the event of non-payment, your details may be forwarded to a debt collection agency, potentially incurring additional charges related to the collection process.

11. Harassment and Inappropriate Behaviour:

We prioritize a safe and respectful environment for both staff and patients. Any form of harassment, discrimination, or inappropriate behaviour directed towards staff members or other patients will not be tolerated. Such behaviour may result in removal from our services.

12. Fraudulent Behaviour:

Integrity and honesty are fundamental to our operations. Any fraudulent behaviour, which includes, but is not limited to, falsifying information or misrepresenting circumstances, will result in immediate deregistration from our services. Additionally, such actions may lead to the initiation of legal proceedings.

We appreciate your understanding of our policies, which aim to maintain a safe and respectful environment for both patients and staff.